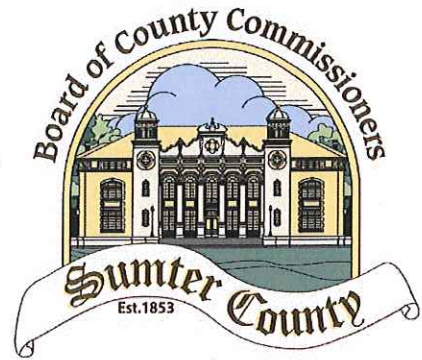


Board of County Commissioners

Sumter County Fire & EMS

7375 Powell Road, Suite 129 • Wildwood, FL 34785 • Phone (352) 689-4500 • FAX: (352) 689-4501
<http://sumtercountylfl.gov>



November 15, 2011

Ms. Christine Hill
Market General Manager
Rural Metro Corporation, Inc.
950 N. Main Street
Bushnell, FL 33513

Re: October 2011 Compliance Report

Dear Ms. Hill:

Please find below the calculations for the performance period October 1 thru October 31, 2011. Based on the information provided by Rural Metro, deficiencies in performance were identified in three areas, which have associated fines per the contract. These areas were the Suburban and Urban response time performance, and unit turnout times.

The Penalties for Contract Violation are found in the Request for Proposal (RFP) section 5, Financial and Administrative Provisions, Subsection L. Specifically noted during this month's compliance report were the following violations:

1. Failure to be enroute to an emergency within three (3) minutes: \$100 per incident

The performance report indicated thirty-three (33) such incidents, however three (3) were exempted based on data provided by the contractor.

Fine: \$3,000.00

2. Failure to meet the 90th percentile response time standards in each designated urban response zone; first occurrence \$2,500 per zone/per month. The compliance time for Urban service area is eight (8) minutes zero (0) seconds [RFP Section 3; B; 1].

The performance report indicated 53.78% compliance in the urban response areas, thus a failure to comply with this standard.

Fine: \$2,500.00

Leland Greek
Director / Chief
(352) 689-4500

Mary Alderman
Administrative Assistant
(352) 689-4500

Bradley S. Arnold,
County Administrator
(352) 689-4400

November 15, 2011

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3. Failure to meet the 50th percentile response time standards in each designated suburban response zone; first occurrence \$2,500 per zone/per month. The compliance time for Urban service area is eight (8) minutes zero (0) seconds[RFP Section 3; B; 1].

The performance report indicated 44.17% compliance in the urban response areas, thus a failure to comply with this standard.

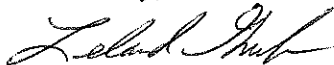
Fine \$2,500.00

Total fines levied for the performance period of October 1-31, 2011 is \$8,000.00.

Any appeal to these findings can be made through the provisions outlined in Section 5, Subsection N (Actions upon Receiving a Violation Notice) of the RFP.

If I can be of any other assistance, please feel free to contact me.

Sincerely,



Leland Greek
Director/Chief

cc: Bradley Arnold, County Administrator